

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

Telair Sanctuary Cove Village Premium Fibre ('Village Fibre') provides your business with a premium, business grade fibre ethernet connection, delivered over Sanctuary Cove's dedicated fibre network.

WHAT'S INCLUDED AND EXCLUDED

Your plan includes:

- **Guaranteed Speeds**
- **1 x Static IP Address**
- **Unlimited Internet Usage**
- **No Excess Usage Charges**
- **99.95% Uptime Guarantee**
- **Service delivery to Telair Network Termination Device (NTD), including all cabling required to the NTD**

MINIMUM TERM

The minimum terms available are **24** and **36** months.

AVAILABILITY

Village Fibre is only available to fully qualified premises located in The Village precinct at Sanctuary Cove, that are connected to the OptiComm Fibre Network. Please confirm with your Telair representative if the product is available at your location.

SERVICE SPEEDS

Village Fibre plans are delivered using a Premium Grade of Service (GoS). Service Speeds on these plans are symmetrical and guaranteed to the supplied NTD. Please note that speeds can be affected, within reason, by many factors such as, but not limited to; your equipment, software and internet traffic and fiber-optic transmission overheads. Download speeds on devices connected via a Wi-Fi modem or network extender may be slower than on devices connected by a fixed Ethernet cable.

INFORMATION ABOUT PRICING

Plan and Speed	Monthly Fee (ex. GST)	Setup Fee (ex. GST)
100/100Mbps	\$349 Minimum cost: 24 months: \$10,375 - 36 months: \$13,563	24 months: \$1999 36 months: \$999
200/200Mbps	\$399 Minimum cost: 24 months: \$11,575 - 36 months: \$15,363	
400/400Mbps	\$449 Minimum cost: 24 months: \$12,775 - 36 months: \$17,163	

SETUP FEE

The applicable setup fee includes standard setup during standard Business Hours (9AM - 5PM, Mon to Fri - Excluding public holidays). Complex or non-standard setup is POA.

EARLY TERMINATION

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an Early Termination Fee (ETF) comprised of your minimum monthly commitment, multiplied by the months remaining in your contract. You must provide 30 days' written notice to us to disconnect a service.

PRICING INFORMATION

All pricing herein is exclusive of GST unless otherwise noted.

RELOCATION, SERVICE CHANGE & WITHDRAWAL FEES

- Relocations will attract a \$999 charge if the new tenancy is cabled appropriately to Telair's specifications (on-net), or \$1999 if not (near-net), regardless of the service being in or out of its minimum term
- Relocations are only available to tenancies within The Village at Sanctuary Cove, in accordance with "Availability" above
- The relocation charge is waived if the customer is within the final 12 months of their term and the new site is on-net. Re-contracting of either a new 24 or 36 month term is required.
- Service speed changes attract a charge of \$59 each and can only be actioned once per month
- Service speed downgrades are not available during the minimum term, however, upgrades to higher speeds are
- Withdrawal Charges: services withdrawn before order completion but after order acceptance will incur a service withdrawal charge to be quoted at time of withdrawal

OTHER INFORMATION

CONNECTION TIMEFRAMES

Due to the complexity of this service, the connection timeframe is 20 business days. This timeframe is conditional on building management approval and site access.

EQUIPMENT & INSTALLATION

Telair will install a pre-configured NTD used to facilitate connection to the network.

This NTD is owned by Telair and must be returned to Telair on termination of the service, in good working order. Should the NTD be misplaced or not be returned to Telair in good working order, a \$500 fee will be charged.

An incorrect callout fee may also be charged in the event a Telair installer attends your site for installation of the NTD, but the site is not ready for installation on the day we schedule with you.

You may use your own router provided it is compatible with our service, or you can purchase your router from us. Ask us for information on approved routers and pricing.

FAULTS

We may charge an Incorrect Call-out Fee or Fee for Service where a fault is lodged and: i) we or a supplier visit your premises and find no fault with the service. ii) we or a supplier visit your premises and a fault is deemed to be with your own network or equipment. iii) the technician cannot physically access your premises at the arranged time.

SITE ACCESS

Telair requires access to your premises for installation of the NTD to a location in your office. If building management approval is required, installation may be delayed.

BILLING

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

WE'RE HERE TO HELP

If you have any questions, just call us on 1800 835 247 so we can serve you better or you can visit us at www.telair.com.au for additional information, including to access information about your usage of the service.

COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.telair.com.au.

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at www.tio.com.au.

Talk to us about...



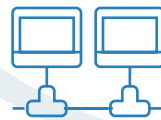
Landlines



Hosted Voice



Internet



Private Networks



Data



Managed IT